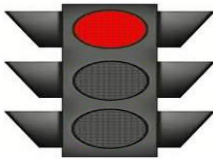
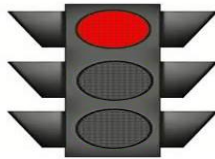
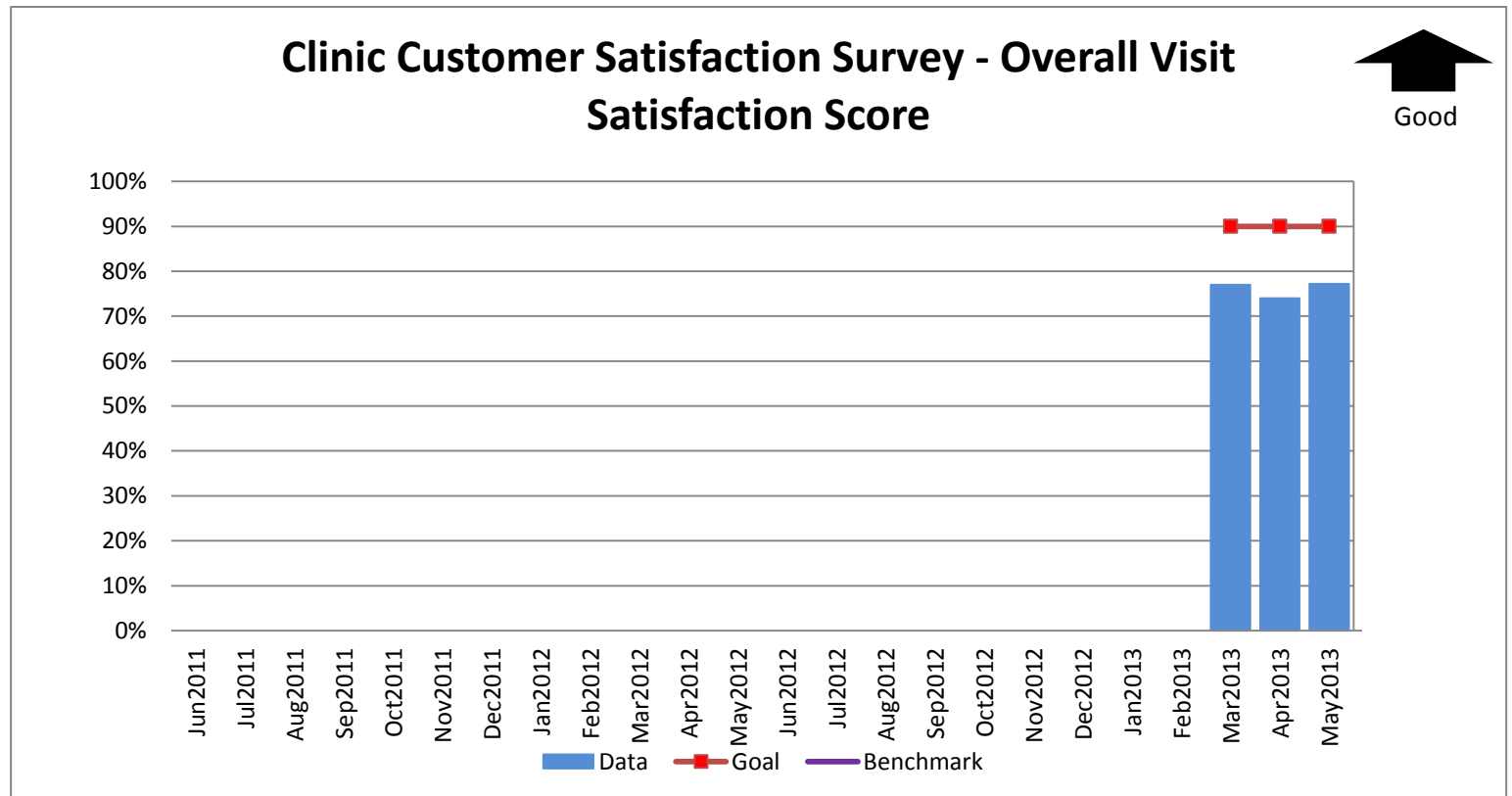


Clinic Customer Satisfaction Survey - Overall Visit Satisfaction Score

Public Health & Wellness

6/18/2013

Measurement method		Why measure?		What is our goal?	
The monthly weighted score rated by customers for LMPHW clinical services. The customer satisfaction survey was administered by kiosks at 4 locations.		To better understand patient needs, reduce wait time and improve efficiency for clinical services offered by LMPHW		Increase the overall visit satisfaction score to 90%	
How are we doing?					
Jun2012-May2013 Monthly Avg Goal	Jun2012-May2013 Monthly Avg		May2013 Goal	May2013 Actual	
90%	76%		90%	77%	
Note: Raw data supporting this chart will be available on the open data portal in the future. http://portal.louisvilleky.gov/service/data				Performance Stoplight Key	
				Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data	



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